

SCOPE OF WORK

MICROSOFT AZURE CLOUD BACKUP

Revision: 4

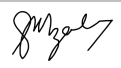
Revised date: 06/08/2026

NAME	TITLE	Empl. no	SIGNATURE	DATE
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COMPILED - RECOMMENDATION

Dharmesh Sirpal	Specialist ICT Compliance	501103	 501103	6 August 2026
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APPROVAL TO PROCEED

Antonio Nogueira	ICT Operations Manager (PHB)	10800		6 August 26
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1. **Confidentiality**

The contractor shall not disclose any such information or specification, whether explicit or implied, to any third party without the express written permission of a duly authorized representative of FOSKOR and a non-disclosure agreement (NDA) will be required once the contract has been awarded. Any contractor electing not to respond to this Request for Proposal (RFP) shall ensure that the original correspondence and / or electronic media are returned to Foskor.

1.1 Conditions and Undertaking

The terms set out here are for recording the basis of the principles and topics upon which the parties will be required to reach agreement in concluding on the proposed agreement. It shall not be binding until they are incorporated into a comprehensive formal and final contract agreement signed by both parties.

Contractors are required to submit full technical and support documentation of their proposed course of action where necessary. The contractor must accept Foskor's minimum standard in terms of quality and specification. The costs incurred in preparing the RFP are for the account of the contractor. Foskor (Pty) Ltd will not accept liability for the costs arising out of the delay in the Tender process.

The contractor must guarantee the validity of the response to this tender enquiry. Any arithmetical errors in pricing are the contractor's responsibility. The preferred contractor will sign a contract, after which the terms and conditions of the contract will govern them. If the contractor defaults, the Client, Foskor (Pty) Ltd, will have recourse in terms of the conditions as stipulated in the contract.

2. Executive Summary and Objectives

The objective of this project is to implement a robust backup and recovery solution for Microsoft 365. This will protect the organization against accidental deletion, malicious activity (ransomware), and data retention gaps. The CSP partner will provide ongoing management, billing reconciliation, and operational support for the client's existing Microsoft 365 backup deployment. The services will cover Exchange Online, SharePoint Online, Microsoft Teams, OneDrive for Business, and designated on-premises servers using Microsoft 365 Backup and Azure Backup capabilities, subject to the final solution design and Microsoft-supported workload functionality.

2.1 Purpose:

The purpose of this scope of work is to appoint a Microsoft Cloud Solution Provider to supply, implement, manage, support, and report on Microsoft Azure Cloud Backup services for Foskor's Microsoft 365 online applications and designated on-premises servers for a five-year contract period.

2.2 Business Goals:

Foskor would like to partner with Microsoft CSP for the provision of Azure Cloud Backup service to achieve the following foundational objectives:

- Accidental deletion: accidental deletion, modification or overwrites of data can be catastrophic.
- Internal security threats: the risk of internal threats, like disgruntled employees deleting essential data, is real and can't be ignored. A backup solution provides a safeguard in these situations.
- External security threats: malware and ransomware can do significant damage to our organization's data and reputation. Regular backups ensure an uninfected copy of your data is always available for recovery.
- Legal and compliance requirements: a robust backup solution can keep our company out of legal trouble by allowing you to retrieve data as required for legal/compliance purposes according to applicable legislation, namely Protection of Personal Information Act (POPIA) and Electronic Communications and Transactions Act (ECTA).

3. Scope of Coverage

The backup solution will cover the following Microsoft 365 workloads, on-premises servers and objects for a contract period of sixty months:

- **Exchange Online:** All user mailboxes, shared mailboxes, resource mailboxes, and archive mailboxes. Includes emails, calendar items, tasks, and contacts.
- **SharePoint Online:** All active and designated site collections, including document libraries, lists, and custom metadata.
- **OneDrive for Business:** All active user OneDrive accounts, including files, folders, and sharing permissions.
- **Microsoft Teams:** Channel messages, posts, and attached files (Note: Chat history is backed up via underlying Exchange and SharePoint structures depending on the deployment tool).
- **On-premises Servers:** Deployment and Configuration of Azure Backup for initial twenty-one server instances (Refer to Annexure 1), provision for future growth as well as scaling down backup for as and when required.
- The bidder must describe how it will protect Foskor data in compliance with POPIA, ECTA, and applicable contractual confidentiality obligations. The proposal must address data residency, data access, encryption, auditability, incident notification, subcontractor access, retention handling, and secure deletion at contract expiry or termination.

4. Roles and Responsibilities

4.1 CSP Partner

- **Consumption Tracking:** Monitor and audit backup storage metrics (e.g., GBs protected per workload).
- **Consolidated Billing:** Invoice the client monthly in a single, predictable bill (combining backup costs, licensing, and management fees).
- **Budget Alerts:** Configure cost thresholds and alerts to prevent unexpected backup consumption charges.
- **Disaster Recovery Support:** Execute granular, in-place, or out-of-place restores of Exchange mailboxes, SharePoint sites, or OneDrive accounts upon client request.
- The bidder must propose and confirm achievable Recovery Point Objectives and Recovery Time Objectives for each workload category, including Exchange Online, SharePoint Online, OneDrive for Business, Microsoft Teams, and on-premises servers.

The proposal must clearly state any dependency, limitation, or additional cost that could affect the achievement of these targets.

4.2 Foskor ICT Team

- **Delegated Access:** Provide the CSP partner with necessary Global Administrator or Backup Admin permissions via Microsoft Partner Center.
- **Recovery Scoping:** Clearly define and communicate the target Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) required for the business.
- **Authorization:** Approve authorized personnel who can request data restores on behalf of the organization.
- The service provider must follow the principle of least privilege when accessing Foskor systems and must use role-based access control, multi-factor authentication, privileged access management, audit logging, and documented approval workflows for all backup and restore activities. Any privileged access must be time-bound, reviewed periodically, and removed immediately when no longer required.

5. Deliverables

- **Monthly Billing Report:** A detailed breakdown of consumption, cost-per-GB, and active license counts.
- **Deployment and configuration of Azure Cloud backup for twenty-one server instances.**
- **The appointed service provider must provide measurable service levels for backup monitoring, restore execution, incident response, escalation, reporting, and billing support.** At a minimum, the proposal must state the committed response times, resolution targets, support hours, escalation process, and service credits or remedies for repeated non-performance.
- **The bidder must submit an implementation plan covering discovery, design, configuration, testing, acceptance, handover, and operationalization.** The plan must include key milestones, dependencies on Foskor, expected timelines, risks, rollback approach, and the resources assigned to each phase.
- **The service provider must perform scheduled restore testing and provide evidence that backups are complete, recoverable, and aligned to the agreed recovery objectives.** Test results must include the workload tested, restore method used, duration, outcome, exceptions, corrective actions, and sign-off by Foskor ICT.

6. Assumptions & Exclusions

- Excluded Services: End-user device (workstation/laptop) backups, custom migration of historical backup archives from previous vendors unless separately scoped.
- Exchange Online, SharePoint Online, One Drive for Business and Microsoft Teams are already implemented on Foskor tenant for backup.
- Locally Redundant Storage (LRS) will be required for the Azure Cloud backup of on-premise servers.
- At contract expiry or termination, the service provider must support an orderly transition to Foskor or a replacement provider. The exit plan must include the handover of documentation, configuration details, reports, access records, billing history, outstanding issues, and confirmation that all provider access has been removed.

7. Pricing Proposal

7.1 Please indicate the total estimate consumption-based billing price here for the duration of the five-year contract:

R..... Excl. Vat

Costing Model/Pricing Breakdown (Estimate) – Refer to Annexure 1

- The bidder must state all assumptions used in preparing the price, including protected data volumes, estimated growth, storage tier, licensing basis, implementation effort, support hours, currency, exchange rate assumptions, annual escalation, and exclusions. Any consumption-based element must be separately identifiable from once-off implementation costs and recurring managed service fees.

7.2 Microsoft 365 Cloud Applications

Description	Rate Excl. VAT (Per GB, TB/Month	Annual Cost Excl. VAT
Microsoft 365 Backup Year 1		
Microsoft 365 Backup Year 2		
Microsoft 365 Backup Year 3		
Microsoft 365 Backup Year 4		
Microsoft 365 Backup Year 5		
Total bid price excl. VAT		

7.3 Azure Server Backup Pricing (LRS)

Description	Unit of Measure	Cost Excl. VAT
Azure Server Backup Implementation	Once-off	
Total bid price excl. VAT		

Description	Protected License Cost Excl. VAT (All servers/Year)	LRS Backup Storage Rate Excl. VAT (All Servers/Year)	Annual Cost Excl. VAT
Azure Server Backup Year 1			
Azure Server Backup Year 2			
Azure Server Backup Year 3			
Azure Server Backup Year 4			
Azure Server Backup Year 5			
Total bid price excl. VAT			

- Where consulting or support services outside the agreed managed service scope are required, such services will be subject to a separate quotation and purchase order approval before work commences. Bidders must provide the applicable hourly rates and clearly state whether the rates differ by resource level, support category, after-hours work, weekends, public holidays, or urgency.

7.4 Ad-hoc Support Costing Model (as and when required)

Description	No. of Hours Per Year	Rate Per hour (Excl. VAT)
1. Technical Support for Azure Server Backup	4	

Annexures

Annexure 1: List of on-premises servers and Microsoft 365 workloads requiring the Azure backup service

Server/Instance	Size	Operating System
Server 1	95 GB	Windows 2022
Server 2	95 GB	Windows 2022
Server 3	85 GB	Windows 2022
Server 4	335 GB	Windows 2022
Server 5	105 GB	Windows 2022
Server 6	125 GB	Windows 2022
Server 7	95GB	Windows 2022
Server 8	105 GB	Windows 2022
Server 9	125 GB	Windows 2022
Server 10	85 GB	Windows 2022
Server 11	95 GB	Windows 2022
Server 12	95 GB	Windows 2022
Server 13	95 GB	Windows 2019
Server 14	285 GB	Windows 2022
Server 15	1,030 TB	Windows 2022
Server 16	85 GB	Windows 2019
Server 17	1,20 TB	Windows 2022
Server 18	185 GB	Windows 2022
Servers 19	95 GB	Windows 2022
Server 20	305 GB	Windows 2022
Server 21	1,5 TB	Windows 2022
Email	15 TB	Microsoft 365 Cloud Applications
OneDrive	17 TB	Microsoft 365 Cloud Applications
SharePoint & Teams	11 TB	Microsoft 365 Cloud Applications